

## VERIZON RESPONSE TO NJ BPU KPMG EXCEPTION

**Exception #:** 10

**Component:** Verizon-NJ (VZN-NJ) has failed to meet the targeted 95% success rate for the accurate reporting of trouble closeout codes (disposition, cause and final status) for Resale services.

**Domain:** M&R

**Date Uncovered by KPMG:** 12/7/00

**Date VERIZON Received:** 12/8/00

**Date VERIZON Responded:** 12/27/00

**KPMG Summary Statement and** VZN-NJ's RETAS guide for CLECs states that RETAS trouble ticket histories will provide closeout codes to CLECs. When VZN-NJ fails to provide the CLEC with the appropriate information about the disposition or cause of troubles, the CLEC is placed at a great disadvantage. The CLEC interacts directly with the end-user and is expected to provide VZN-NJ with some form of preliminary diagnosis on troubles reported to them. It is the CLEC's responsibility to give VZN-NJ as much information as possible about the trouble, including instructions for dispatch. CLEC personnel need to become familiar with the symptoms and causes of different troubles. This error rate in closeout information does not afford CLEC personnel with the opportunity to train themselves to recognize the characteristics of a particular fault in order to more accurately (and economically) dispatch VZN-NJ technicians. In addition to the delay in repair, a CLEC incurs a charge for incorrect dispatch.

Inaccurate codes also make it difficult for a CLEC to diagnose chronic/recurring or related troubles on a particular line. Accurate codes could be used to identify systemic errors or other problems that affect multiple lines and/or customers. Accurate codes enable a CLEC to more effectively fulfill its responsibilities in the trouble reporting process and are important for the economic and timely dispatch of troubles.

**VERIZON Response:** 12/27/00 Response to Exception

Verizon's response to each code cited is in the table below. Verizon respectfully disagrees with the assertion that incorrect codes were used in four of the seven cited. Two of the remaining three occurred on one trouble ticket closure. A memo will be issued to ensure this does not recur – please see the table below for a more detailed explanation. The other miscoding cited was generated by a technician who was in the process of being trained on a new process and system, which had implemented its first office application within the week. Comprehensive training has now been completed for all technicians who will be using this new process and system, so this should not recur. Based on the above findings and actions, we request that this exception be closed.

### Trouble Closeout Code Accuracy: Disposition Codes

Telephone Number/ Circuit ID	Trouble Ticket Number	Type of Trouble	VZN Provided Code	KPMG Comments	Verizon Comments
856 857-2273	0037585	Call Rtn not	0000	This is not a valid	This ticket was closed out

		working		code	by the CSC because they thought the ticket was taken from an end customer rather than a CLEC – they were familiar with tickets entered by the RCMC which have more narrative. <u>A memo will be issued</u> explaining that when CLECs enter trouble tickets themselves in RETAS they will sometimes not enter a lot of information in narrative, and that they need to check other fields to determine whether the ticket was entered by a CLEC through RETAS.
732 729-8226	0351236	Hunting not working	1111	This is not a valid code	The technician working the ticket was learning the process of using the LCCL system, which was implemented with a first office application on 10/10, a week prior to this ticket, and did not use the proper disposition code. <u>This technician and all others who would work with the new process &amp; system, have now received comprehensive training.</u>
201 386-6386	0381924	Short: No Dial Tone	0971	VZN could not have verified OK with the customer because there is no customer on this line. The accurate code for this trouble should have been 0972.	This is an accurate code. CSC called and spoke to KPMG's Nicole (customer contact on ticket), who stated we need not dispatch. CSC closed, having verified with customer.

## Trouble Closeout Code Accuracy: Cause Codes

Telephone Number/ Circuit ID	Trouble Ticket Number	Type of Trouble	VZN Provided Code	KPMG Comments	Verizon Comments
856 857-2273	0037585	Call Rtn not working	000	This is not a valid code.	This ticket was closed out by the CSC because they thought the ticket was taken from an end customer rather than a CLEC – they were familiar with tickets entered by the RCMC, which have more narrative. <u>A memo will be issued</u> explaining that when CLECs enter trouble tickets themselves in RETAS they will sometimes not enter a lot of information in narrative, and that they need to check other fields to determine whether the ticket was entered by a CLEC through RETAS.
856 810-2802	0488449	Open Tip in Central Office: No Dial Tone	131	This is a hard fault, therefore it can not be attributed to Employee or Operational Support System error.	This is an accurate cause code. When a wire is found cut or disconnected within the CO this is the code that is used – employee caused CO non-conformance.
201 386-6294	0381087	Open Ring in Central Office: No Dial Tone	131	This is a hard fault, therefore it can not be attributed to Employee or Operational Support System error.	This is an accurate cause code. When a wire is found cut or disconnected within the CO this is the code that is used – employee caused CO non-conformance.
201 386-6386	0381924	Short in Central Office: No Dial Tone	222	This is a hard fault, therefore it can not be attributed to Non-Employee error.	This is an accurate cause code. After the hard fault was fixed the circuit tested open. This coding was used because the customer instructed the field not to dispatch despite the open circuit condition.